

About DPV Health

DPV Health is a not-for-profit community health service that operates from 19 locations in Melbourne's Northern Growth Corridor. Dedicated to supporting vulnerable communities, we provide a comprehensive range of allied health, dental, medical, NDIS, paediatrics, mental health, homelessness, family violence and other community programs. Employing bi-cultural workers who speak 15 different languages, as well as 4 dedicated roles for First Nations people, and we are also a Rainbow Tick organisation currently coordinating Pride in the North.

DPV Health is the provider of the Victims Assistance Program (VAP) in the northern region of metropolitan Melbourne.

Other useful services

Lifeline

13 11 14

Kids Helpline

1800 55 1800

Rainbow Door

1800 729 367

13 YARN

13 92 76

Safe Steps 24 hour family violence response service

1800 015 188

MensLine

1300 789 978

The Victims of Crime Helpline

Open 8am–11pm every day

Call 1800 819 817

Text 0427 767 891

Email vsa@justice.vic.gov.au

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

For more information, visit www.relayservice.gov.au

www.victimsofcrime.vic.gov.au

Victims Assistance Program



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VICTORIA
State
Government

The Victims Assistance Program

The Victims Assistance Program (VAP) is funded by the Victorian State Government to provide trauma-informed services to victims of reported or unreported crimes against the person that are **free of charge**.

The aim of the VAP is to assist victims by providing an accessible service where victims are listened to, informed, and empowered in their pathway to recovery.

We provide practical support, advocacy, case management support, assistance with criminal justice processes, and facilitate access to a range of therapeutic interventions. These services may be provided directly by the VAP or arranged through referrals into other community-based services.

The crime does not need to have been reported to police for you to access services.

Services available

VAP services can include:

- helping you to identify what supports you need
- managing your safety
- communicating with police
- changing locks and other emergency security
- organising transport and medical services
- finding other services that can help you
- getting ready for court
- making a Victim Impact Statement for court
- making a submission to the Adult Parole Board
- organising counselling
- applying for financial assistance to the Victims of Crime Assistance Tribunal (VOCAT) if you are eligible.

Who is the service for?

Any person who has experienced or witnessed a crime against the person that occurred in Victoria can use the service.

If you are unsure about whether you are eligible for this service, call the Victims of Crime Helpline on 1800 819 817.

Locations of service

The Victims Assistance Program has locations across Melbourne and in regional areas throughout Victoria.

Contacting the service

The Victims of Crime Helpline can refer you to your local service.

Open 8am–11pm every day
Call 1800 819 817

You can also contact your local VAP service directly:

DPV Health

Open 9am–5pm Monday–Friday
(except public holidays)

Call 03 7035 9721
Email VAPintake@dpvhealth.org.au

Epping

230 Cooper St
Epping Victoria 3076

Your information and privacy

Files and records relating to you will be kept confidential and secure as required under legislation. Without this information we may be unable to provide you with the support you may require.

Information that the agency holds about you may be disclosed in very particular circumstances to other organisations under the Victims Assistance Program and to the Victims of Crime Helpline.

You can find out more about our privacy policy at www.victimsofcrime.vic.gov.au/privacy

You should be treated with respect

The *Victims' Charter Act 2006* is a law in Victoria that says that victims support services, police, and prosecutors should treat you with:

- respect
- courtesy and
- dignity.

If you believe you have not been treated with respect or have not been provided with the right information, you can make a complaint.

For more information:

Call the Victims of Crime Helpline on 1800 819 817
Visit www.victimsofcrime.vic.gov.au